



***13.B9.C1 Error Message
HP Color LaserJet M750/M775MFP***

13.B9.C1 - Fuser wrap jams

Symptoms that may be associated:

- Paper is wrapped around the fuser rollers
- Broken or damaged components around the fuser or delivery assembly
- Fuser jams
- 13.B9.C1 error message displayed on the control panel

Open the right door of the printer, and remove any jammed paper.

With the right door open, check the Pre-fuser guide and ensure that there is no damaged parts. Check the paper delivery assembly for any damage and specifically check the drive train on the right side for broken gears.

If the jam continues to occur and the paper is stopped inside the fuser, replace the fusing assembly.